

Reference: 02280612

Information Requests
information.requests@ofcom.org.uk

2 October 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning the average time taken to complete an FOI request.

We received this request on 7 September 2026 and we have considered your request under the Freedom of Information Act 2000 (the "FOI Act").

Your request & our response

*Could you please provide me with the average (mean), median and shortest time it took Ofcom to ****complete**** an FOI request in days between the following dates:*

In total (all FOI requests you have)

From the 1st Jan 2024 to 31st Dec 2024

From the 1st Jan 2025 to 31st Dec 2025

Additionally, can you tell me how many foi requests you received in total. And out of those, how many were responded to on, or 24 hours before the 20 day deadline.

In 2024 Ofcom handled a combined total of 442 Freedom of Information (FOI) cases and Environmental Information Regulations (EIR) cases. In 2025, the combined total of FOI and EIR cases was 638.

We are unable to provide the remainder of the requested information as it is not available in the requested format. Section 84 of the FOI Act defines information as 'information recorded in any form' and guidance from the ICO confirms that we are not required to create information for the purposes of complying with a request for information under the FOI Act.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).